

# Curriculum Vitae

## Bart Hilhorst

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22.04.1977

Making experiences more effortless and enjoyable for users - that is what I do and like in my work. I go down rabbit holes to try to make sense of any information mess that could help improve people's lives. A spark of joy in a user experience would be Bart's favourite outcome.

## Work Experience

<b>COMPANY</b>	ViriCiti, now part of ChargePoint, Amsterdam
<b>DATES</b>	May 2019 - Present
<b>POSITION</b>	Senior UX/UI Designer, Senior Manager UX Design
<b>RESPONSIBILITIES</b>	<ul style="list-style-type: none"><li>- Building and managing UX team and processes</li><li>- Defining UX vision aligned with product roadmap</li><li>- Initiating and overseeing user research effort</li><li>- Leading UX design for several projects</li><li>- Competence development</li></ul>
<b>TYPE OF BUSINESS</b>	Electric Mobility
<b>COMPANY</b>	Garage by innogy/Essent, Amsterdam
<b>DATES</b>	September 2017 - April 2019
<b>POSITION</b>	Lead UX
<b>RESPONSIBILITIES</b>	<ul style="list-style-type: none"><li>- Creating UX concepts, flows, priority guides</li><li>- Conducting workshops</li><li>- Stakeholder management</li><li>- Building UX team and processes</li></ul>
<b>TYPE OF BUSINESS</b>	Design and consultancy for energy industry
<b>CLIENTS</b>	Essent, innogy (.de, .pl)
<b>COMPANY</b>	User Intelligence, Amsterdam
<b>DATES</b>	March 2012 - August 2017
<b>POSITION</b>	Senior Consultant CX
<b>RESPONSIBILITIES</b>	<p>Customer experience consultancy and design:</p> <ul style="list-style-type: none"><li>- Creating concepts, flows and journeys.</li><li>- Conducting workshops</li><li>- Stakeholder management</li></ul>

	Team manager interaction design (from April 2017):
	- Competence development
	- Onboarding of new employees
	- Sales support
<b>TYPE OF BUSINESS</b>	Customer Experience design, research & consultancy
<b>CLIENTS</b>	Reed Business, Elsevier, Philips, ANWB, Red Cross
<b>COMPANY</b>	Sabel Online, Amsterdam/Bilthoven
<b>DATES</b>	January 2010 - March 2012
<b>POSITION</b>	Internetadviseur and interaction designer
<b>RESPONSIBILITIES</b>	Consultancy and UX design
<b>TYPE OF BUSINESS</b>	User Experience and Comms agency
<b>CLIENTS</b>	Achmea, Rabobank International, Elsevier
<b>COMPANY</b>	Tappan Communicatie, Den Haag
<b>DATES</b>	August 2005 - January 2010
<b>POSITION</b>	Interaction designer
<b>RESPONSIBILITIES</b>	Design and development of digital media applications.
<b>TYPE OF BUSINESS</b>	Comms and User Experience agency

## Education and Training

<b>DATES</b>	1997 - 2004
<b>QUALIFICATION AWARDED</b>	MSc
<b>PRINCIPAL STUDIES</b>	Industrial Design Engineering
<b>INSTITUTION</b>	Delft University of Technology
<b>DATES</b>	1995 - 1998
<b>QUALIFICATION AWARDED</b>	Propaedeutics
<b>PRINCIPAL STUDIES</b>	Mechanical Engineering
<b>INSTITUTION</b>	Delft University of Technology

## Skills and Competences

<b>LANGUAGES</b>	Dutch: native
	English: fluent
	German: basic

**SOCIAL SKILLS AND  
COMPETENCES**

Communication both written and oral  
Analytical and problem solving  
Fun

**ORGANIZATIONAL SKILLS AND  
COMPETENCES**

Teamwork  
Leadership  
Efficient time management

**COMPUTER SKILLS AND  
COMPETENCES**

Figma, Sketch, Origami Studio, Axure RP, Adobe  
Photoshop, Illustrator, Indesign  
HTML/CSS/Javascript: basic